



Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development

Professional Development Programs



October 2013



Leadership Skills

October 08, 2013
12:30 pm - 2:30 pm
COB Auditorium

Preventing Workplace Harrassment

October 8, 2013
1:00 pm - 4:00 pm
EOB Auditorium Lobby Level
**(MANDATORY FOR ALL
EMPLOYEES)**

Coping with Difficult People

October 16, 2013
9:30 am – 11:30 am
COB Auditorium

Business Grammar

October 17, 2013
9:00 am - Noon
Red Brick Courthouse, Room 105

OOOPS! I'm the Manager (Supervisors and Managers Only)

October 21, 2013
9:00 am – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

Fundamentals of Supervision (Supervisors and Managers Only) Two day class

October 22 & 29, 2013
9:00 am – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

➤ MCG Employees click this link: [Oracle Employee Self Service](#)

➤ Contractors click this link: [AccessMCG](#)

🕒 **If You DO NOT have a Log-in Name and Password for AccessMCG:** Instructions are at [OHR Training Website](#); Look for this document "OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs."



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October 2013



Communication Strategies: Say the Right Thing Class

October 23, 2013
8:00 am – 12:00 pm
Upcounty Regional Center, 3rd Floor 3C

Manage Time, Maximize Potential

October 23, 2013
10:00 am – 12:00 pm
Upcounty Regional Center, 3rd Floor, 3F

**Don't Let It Happen to You – Workplace Violence
(Supervisors and Managers Only)**

October 23, 2013
1:00 pm – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

Communicate Services Across Cultures

October 24, 2013
1:00 pm – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

Deliver Unbeatable Customer Service

October 24, 2013
9:00 am – 12:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

Positive Assertiveness

October 24, 2013
9:30 am – 11:30 am
COB Auditorium

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October 2013



**Introduction to Managing in a Union
Setting
(REQUIRED for Supervisors and
Managers)**

October 28, 2013
1:00 pm - 4:00 pm
COB Auditorium

**Overview Contract Administration
(REQUIRED for Contract
Administrators, Supervisors and
Managers who oversee contracts)**

October 29, 2013
12:30 pm - 4:30 pm
Red Brick Courthouse, Room 105

Stress at Work: Employees

October 29, 2013
9:30 am – 11:30 am
COB Auditorium

The Challenging Customer

October 29, 2013
1:00 pm – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

Career Assessment

October 30, 2013
9:00 am – 12:00 pm
Upcounty Regional Center, 3rd Floor, 3F

Transition to Supervisor

October 30, 2013
1:00 pm – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

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- Contractors click this link: [AccessMCG](#)

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October – November 2013



Americans with Disabilities Act as Amended: Employment Law

October 30, 2013

1:00 pm – 4:00 pm

Red Brick Courthouse, Room 105
(REQUIRED for all Supervisors and Managers)

Creative Problem Solving

November 7, 2013

1:00 pm – 4:00 pm

Upcounty Regional Center, Suite 1100,
Room 2

Five A's of Success

November 7, 2013

9:00 a.m. - 4:00 p.m.

Upcounty Regional Center, 3rd Floor, Room
3F

Preventing Workplace Harrassment

November 8, 2013

9:00 a.m. to Noon

EOB Auditorium Lobby Level
(MANDATORY FOR ALL
EMPLOYEES)

Accountability and Ethical Conduct

November 12, 2013

10:00 am – Noon

COB Auditorium

Getting Organized

November 13, 2013

9:00 am – Noon

Upcounty Regional Center, 3rd Floor, Room
3F

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November 2013



Understanding Financial Aid (College Financial Aid)

November 15, 2013
9:00 am. - Noon
Upcounty Regional Center, Suite 1100,
Room 2

Preventing Burnout

November 18, 2013
9:30 am – 12:30 pm
COB Auditorium

Manage Workplace Conflict in the Workplace

November 18, 2013
12:30 pm – 2:30 pm
COB Auditorium

Time Management: Self Management

November 20, 2013
9:00 am – 4:00 pm
Upcounty Regional Center, Suite 1100,
Room 2

Give and Receive Feedback

November 21, 2013
9:00 am - Noon
COB Auditorium

Positive Communication: Managing Conflict

November 22, 2013
9:00 am – 12:00
Upcounty Regional Center, 3rd Floor,
Room 3F

➤ MCG Employees click this link: [Oracle Employee Self Service](#)

➤ Contractors click this link: [AccessMCG](#)

⌚ If You **DO NOT** have a Log-in Name and Password for AccessMCG: Instructions are at [OHR Training Website](#); Look for this document "OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs"



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November 2013



Build a Respectful Workplace

November 14 , 2013
9:30am – 11:30am
COB Auditorium

Don't Let It Happen to You – Workplace Violence (Supervisors and Managers Only)

November 14 , 2013
1:00am – 4:00am
Upcounty Regional Center, Suite 1100,
Room 2

Interpersonal Communications

November 26 , 2013
9:00am – 4:00pm
Upcounty Regional Center, Suite 1100,
Room 2

Stress at Work: Managers (Supervisors and Managers Only)

November 26 , 2013
12:30pm - 2:30pm
COB Auditorium

➤ MCG Employees click this link: [Oracle Employee Self Service](#)

➤ Contractors click this link: [AccessMCG](#)

⌚ **If You DO NOT have a Log-in Name and Password for AccessMCG:** Instructions are at [OHR Training Website](#); Look for this document "OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs"

How to Enroll in Training Classes Using Oracle Learning Management -

Through Oracle Learning Management (OLM) MCG employees and partners have access to everything they need to create a learning plan, register for classes and maintain their training records.

Employees – with user name and password*

- **Log-in to your Employee Self-Service** at this link www.montgomerycountymd.gov/eportal
 - Select Oracle Employee Self-Service > Learner Self-Service > Learner Home
 - This will bring you to your personal Learner Home Page
- **To Search for a specific class**, use the Search window on the top left of the screen. Be sure to change the criteria from “course” to “class”.
- Click on the **Class Title** to see the class location (Venue) and instructor information
- Look at the top right-hand side of the screen to find the “Enroll” button
- Click Enroll>Click Review>Click Submit
- You should now see the class listed under “Enrollments” on your Learner Home page.
- If you are enrolling in a Computer-based training (CBT) course, you must enroll in both the CBT course and the assessment to complete the class.
- **For additional help**, go to the Quick Start Guides on [TransformMCG](#)
 - **If an employee **does not have a username and password**, should follow instructions under “Partners” on page 6 of the Planning for the Future Catalog.*

Partners (Includes MCG Temporary Employees, Contractors, Volunteers, and Interns)

A “Partner” is anyone employed by an organization which partners with MCG, such as HOC, Montgomery College, and MCPS; it also includes MCG temporary employees, contractors, volunteers, and student interns.

All Partners must setup a profile and request access to OLM through AccessMCG in order to r in a class.

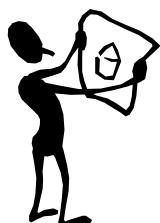
❖ Requesting Access

- **Step 1: Get instructions** by at the OHR Training Website: [Instructions for Non-Employees – How to Request Access to MCG Training Catalogs](#)
- **Step 2: Set up a profile** through AccessMCG. This is a County-wide application which gives the public the opportunity to request access to certain County databases.
- **Step 3: Request access** to the appropriate Catalog through AccessMCG.
 - MCG currently has three (3) catalogs:
 - Human Resources, Health and Human Services, and Libraries. For the classes listed in this flier, request access to the Human Resources Catalog. Once you have made your request, you will receive an email from OHR advising you that you may now access OLM and register for classes.
 - If you don’t know which catalog to request, contact the OHR Training Team at OLMAdministrator@MontgomeryCountyMD.gov or call 240-777-5116?

❖ Register for Classes

- **Log-in to AccessMCG** by clicking this [link](#).
 - Log in using the user name and password you have set up above.
 - Select Human Resources Services > County Learning Services > County Learning Area (*click the blackboard icon*)
 - This will open up Oracle
 - Select MCG External Learner Self-Service > Learner Home
 - This will bring you to your personal Learner Home Page
- **To Search for a specific class**, use the Search window on the top left of the screen. Be sure to change the criteria from “course” to “class”.
- **Classes are listed** by title and date. For example: “Limited English Proficiency Class 2013-12-24”

❖ **For additional help**, go to the Quick Start Guides on the [OHR Training Web Page](#).



Lost? Look for the OLM “Quick Start Guides”!

- ❖ **Employees:** go to [TransformMCG](#)
- ❖ **Contractors and Partners:** go to [OHR Training Web](#)

CONFIRMATION OF TRAINING ENROLLMENT IN OLM— WHAT IS DIFFERENT FROM OUR FORMER TRAINING REGISTRATION SYSTEM?

HERE'S WHAT YOU NEED TO KNOW

In our old system, when you enrolled in a class you received two confirmations: an immediate confirmation with course details and training locations, and a 7 day confirmation before your class. With Oracle Learning Management, you will receive the following confirmations:

Within 24 hours of Your Enrollment in a Class:

1. An Oracle generated notification entitled **Workflow Mailer** is sent to you within 24 hours of enrolling in a class. This notification confirms your class registration, including the name of the class, class location, and the start and end date.

7 day Confirmation:

2. You will receive a confirmation of your training 7 days before your class starts. This will include the class specifics including title, start and end date/time and the specific location of your class.

NOTE: If you enroll 6 days before your class starts, you will *not* receive the 7 day confirmation. *You will receive the notifications above once you enroll in the class* that will include your class details including the specific location of class. Several classes have Wait Lists and if you are on a Wait List, you will not receive a Workflow Mailer Confirmation or a 7 Day Confirmation.

Helpful Hints—ENROLLING IN TRAINING

IMPORTANT WEB LINKS

If you are *NOT* reading this on the computer, here are the instructions for finding the web link when you are back on your computer.

Find it Fast:

While the log-in page is open, bookmark the page by using the Internet Explorer “favorites”.

1. Click the gold star at the upper right
2. Click down arrow
3. Click “Add Favorites”
4. Name it whatever you will remember
5. Save

OHR Training Web Page – type into your web browser:

www.montgomerycountymd.gov > Departments > Human Resources > Training.

TransformMCG – type into your web browser, **portal.mcgov.org** > TransformMCG at bottom of the page > Oracle HCM/Payroll > Oracle Learning Management

Oracle Employee Self Service – type into your web browser, **portal.mcgov.org** > ePortal > Oracle Employee Self Service

AccessMCG – type into your web browser, **www.montgomerycountymd.gov** > Online Services > AccessMCG

FINDING HELP WITH OLM

Below is a table describing the many helpful documents and on-line learning available to help you learn to navigate the OLM.

Employees	Non-Employees
OLM Quick Start Guides Simplified, illustrated guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class LOCATION: Transform MCG	OLM Quick Start Guides for Non-Employees Simplified, illustrated guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class LOCATION: OHR Training Page
Learner UPK's and Manager UPK's Interactive, automated step-by-step guides to every action available for Learners and Managers. Detailed step-by-step guides may also be printed from each UPK. LOCATION: Transform MCG	
Frequently Asked Questions (FAQs) Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. LOCATION: OHR Training Page	Frequently Asked Questions (FAQs) Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. LOCATION: OHR Training Page
OLM User's Guide Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. LOCATION: OHR Training Page	OLM User's Guide Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. LOCATION: OHR Training Page
MCG Employees automatically have access to MCG Training Catalogs and Registration through Employee Self Service (ESS)	Instructions to Non-Employees – How to Request Access to MCG Training Catalogs Step-by-Step illustrated instructions to help non-employees go to AccessMCG, set-up a profile, and request approval to access the training catalogs. LOCATION: OHR Training Page

IF YOU NEED ADDITIONAL INFORMATION, PLEASE CONTACT A MEMBER OF THE OFFICE OF HUMAN RESOURCES TRAINING TEAM AT 240-777-5116 OR OLM.ADMIN@MONTGOMERYCOUNTYMD.GOV